

PERSONAL CARE SERVICES PROGRAM INCIDENT MANAGEMENT REPORT INSTRUCTIONS

POLICY 517.10.1 and 517.10.2

Section I: Member Information: to be completed by the person reporting the incident. Incident is to be reported within one business day of learning of the incident.

Section II: Provider Information: to be completed by incident reporter. Enter the name of the Personal Care provider agency and location. Under location, list the address, city and zip code.

Section III: Description of Incident: to be completed and signed by the person reporting the incident. This should be a factual account of the incident. The incident must be reported to supervisory staff.

Section IV: Incident Information: to be completed and signed by the agency director or designated agency RN who immediately reviews each Incident Report Form and determines if the Incident is Simple, Critical, or Alleged Abuse, Neglect or Exploitation. The agency personnel will check all areas that apply under "Alleged Incident(s)".

Section V: Incident Follow-Up: to be investigated, follow-up conducted (within 14 days of learning of the incident) and completed by the assigned agency RN. The Incident Report must be reviewed, signed and dated by the agency director or designee and maintained at the agency in an administrative file. A detailed description of the incident investigation must be documented with findings and conclusions. Note all persons interviewed. Indicate which agencies/individuals were informed of the incident. Describe follow-up actions taken and any systemic action within the agency taken. Indicate staff training or member education provided as an effort to prevent further incidents. Indicate recommendations for additional referrals or supports for the Personal Care member. Indicate recommendations for modifications to the member's Plan of Care. Completed Incident Report Forms are to be placed in the agency administrative file within 14 days of learning of the incident. The administrative file must be available for review by the Operating Agency.